

## 311 One Call Center

### Quality and Accountability from Complaint to Completion

Baltimore City's 311 one call center is open from 6am to 10pm everyday. Trained, professional customer service agents and staff will answer your call for service, capture the information in a computer system and electronically route it to the appropriate agency for service delivery. Residents can also report city service concerns from their smartphones using the **Baltimore 311** free app or online from the **Baltimorecity.gov** web page.



## City Services



### Requests for City Services

Is a traffic sign near your work missing? Need to know your councilperson? Do you need to request a bulk trash pickup? Is there water leaking in the street? Is there an abandoned vehicle in your neighborhood?

A 311 agent will assist you in creating a request for service or provide information about Transportation, Solid Waste, Water/Wastewater, Housing, Health, and Recreation and Parks.

From outside of Baltimore City, or if you can't reach us by dialing 3-1-1, call 443-263-2220



311 is still the number to call for police non-emergencies. Non-emergency situations are those that do not involve a crime in progress or an immediate threat to life, bodily injury, or major property damage or loss.

### 311 Non-Emergency Unit